



Liberate the Artist

## PROGRAM SPECIALIST, INSURANCE

### OVERVIEW

Fractured Atlas is seeking a Program Specialist, Insurance for a newly-created position. The Program Specialist will provide high-level customer service support for the insurance program and will directly assist and report to the Program Director, Insurance. The Program Specialist will execute the duties of the Program Director in the event that the Program Director is out of the office. The Program Specialist, Insurance assists in the delivery and coordination of all program-related services in accordance with program goals.

The successful candidate will be interested in an arts-related position as a career, not necessarily as a "day job", and have a sincere interest in insurance/risk management. Additionally, we seek someone who is committed to helping artists function more effectively as small businesses and believes in the transformative power of technology. The majority of our staff are, or were, artists who have chosen to serve the community at large by working at Fractured Atlas.

### MAJOR DUTIES & RESPONSIBILITIES:

- Primary Duties & Responsibilities
  - Possess an expert-level of knowledge about all aspects of the insurance program, as well as the ability to concisely communicate this understanding to others.
  - Provide stellar customer service and support. Investigate and remedy member concerns and complaints in a timely manner.
  - Perform high-level administrative duties associated with the program under the direction of the Program Director.
- Secondary Duties & Responsibilities
  - Translate customer feedback into possible program or website improvements; coordinate these ideas with the Program Director during regular check-ins.
  - Help to develop insurance-related educational materials (including presentations and print material) for distribution to the membership and various partner organizations.
  - When necessary travel to other organizations/events in lieu of the Program Director to represent Fractured Atlas and present workshops, demonstrations, etc.
  - Develop and disseminate program-related training materials for internal staff use; maintain program-specific portions of the internal wiki.
  - Assist the Program Director in the coordination and supervision of the day-to-day activities of Program Associates and Administrative Assistants, including their member interactions and feedback to insure high-quality program delivery.

### QUALIFICATIONS:

- Bachelor's Degree or equivalent experience. Previous experience with sophisticated information technology systems and insurance a plus.
- Must be comfortable working in a very fast-paced environment and able to adapt to frequent, rapid changes and exchanges all while delivering stellar customer service.
- Self-motivated and hyper-organized with the ability to manage responsibilities independently while working with a small, tight-knit staff.
- Excellent verbal and written communication skills, a meticulous attention to detail, and possess creative problem solving skills.
- Receive and/or maintain a New York State property and casualty insurance broker's license; receive and/or maintain a New York State health insurance broker's license. If you do not



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currently have these licenses, you will be required to obtain them within the first six months of employment. (Fractured Atlas will reimburse you for licensing costs if obtained while employed at company.)

- Proficiency with Microsoft Office and experience with web-based software a must.

### **SALARY AND BENEFITS:**

Starting salary is \$41,660 with raise to \$46,574 after successful completion of licensing exams (exams must be completed no later than six months after start date). Benefits include health insurance, employer-contributed 401K plan, TransitChek, tuition reimbursement, vacation, sick and personal days, and a casual but hard-working, friendly and supportive office environment. Fractured Atlas is an equal opportunity employer.

### **TO APPLY:**

To be considered for the position, please email the items below in one PDF-formatted file with your name as the filename to Tim Cynova, Deputy Director at [jobs@fracturedatlas.org](mailto:jobs@fracturedatlas.org). Include "Program Specialist, Insurance" as the email's subject line.

1. A substantive cover letter including the following information: your interest in the position and the organization, what you will bring to the position and Fractured Atlas, why you are the ideal candidate, the date you are available to start, three professional references, and if you currently hold the above insurance licenses.
2. A résumé no longer than (2) pages outlining your educational and professional experience.
3. Please choose one of the two unconventional options below to complete a one-page writing sample showcasing your ability to explain complex processes clearly and concisely:
  - a. Explain photosynthesis to a car battery; or,
  - b. Explain evaporation to a whale

Alternatively, please complete a one-page writing sample answering the question:

- a. Should the Affordable Care Act have an individual mandate?

Incomplete submissions will not be considered nor will submissions sent via postal mail or fax. No calls please (we mean it). Thank you!

Prospective applicants are strongly encouraged to review our website at [www.fracturedatlas.org](http://www.fracturedatlas.org) prior to submitting materials for consideration.

**POSTING DATE:** July 15, 2011. Deadline for submissions is August 1, 2011.

### **ABOUT FRACTURED ATLAS**

FRACTURED ATLAS is the nation's largest non-profit arts service organization with a multi-disciplinary membership of over 17,000 independent artists and arts organizations. Its core service areas include **fiscal sponsorship**, the nation's only arts **liability insurance** program, **health insurance navigation**, **professional development**, and **advocacy**. Fractured Atlas's **Open Arts Network** brings its programs and services to an audience of over 100,000 artists and arts groups nationwide. Its technology-based programs include **Performing Arts Spaces** and professional development through **Fractured U**. With the assistance of The Andrew W. Mellon Foundation, Doris Duke Charitable Foundation, and The Kresge Foundation, Fractured Atlas is developing **ATHENA**, an open-source software platform for the cultural sector.